



RECOGNITION TECHNIQUE REMINDER CARDS

<p>Greet individual employees by name when you see them. Use eye contact and give each person your full attention. Take a few minutes to see how they are doing. Listen intently. Be sincere.</p>	<p>Act on good news! Be quick to thank and compliment others and slow to criticize and judge them. Remember the 4:1 rule. Every time you criticize or correct someone, plan to praise or thank that same person at least four times.</p>
<p>Take time to listen when employees need to talk. Be accessible and responsive to people, not just problems. Be prompt in getting back to people with answers to their questions or problems.</p>	<p>Spread positive gossip! Praise good work that has been done at meetings or in front of others – even if those people referenced are not present. Word will get back to them.</p>
<p>When you read your mail, look for positive items to share with others. Place a star at the top of those items and save them to share at your next staff meeting or to post on a “good news” bulletin board or in the company newsletter.</p>	<p>At the beginning of meetings share positive news such as thank-you letters from customers. At the end of meetings, ask if there are any praising one team member would like to give to another.</p>
<p>Manage by wandering around! Get out of your office to see and speak with employees about work they are doing. Take different routes to and from your office so as to be able to interact with different people.</p>	<p>Praise publicly; reprimand privately. Think of mistakes as opportunities for learning. Help employees learn from their mistakes and share their learnings with others. Don’t criticize employees for making mistakes in front of others.</p>
<p>If you send someone a positive e-mail, copy his or her boss. If you receive a positive e-mail, pass it on to others. Leave people thank-you voice mails without going into other work topics.</p>	<p>Make an effort to meet with employees you don’t see or speak with very often. Go visit them at their office or location. Take a break together or invite them to join you for coffee or lunch.</p>
<p>Take a few moments at the end of the day to reflect on whose performance has stood out in a positive way. Jot those individuals thank-you notes and leave the notes on their desks as you leave.</p>	<p>Take time to celebrate individual or group milestones, desired behavior, and achievements. Remember that a simple, timely, and spontaneous celebration is better than waiting to maybe do something later.</p>